



Kronos and quickcharge help St. Mary's bring care and compassion to employees too

St. Mary's Hospital is a 143-bed acute care facility located in Amsterdam, New York. Since 1903, the Sisters of St. Joseph of Carondelet and the other medical professionals they employ have been caring for those they serve with dedication to excellence and Christian ideals.

Today, St. Mary's is home to approximately 800 employees who provide healthcare services at the hospital and at 11 additional sites throughout the community.

Streamlined staffing means maximizing every minute

Supporting St. Mary's patients and staff with fortifying meals and efficient housekeeping services is the job of Mark Romani, director of food, nutrition and housekeeping services and his staff of 85 full- and part-time employees. In 2000, St. Mary's installed Kronos' Timekeeper Central solution to manage the time, attendance and scheduling functions for all of its employees throughout the facility. Mr. Romani has been with the hospital for over seven years and remembers the days before St. Mary's automated its frontline labor management systems – when timecards and manual calculations were the only methods available for already overburdened department managers.

"Just assembling the payroll information for the employees in food services alone took a lot of time and energy," Mr. Romani recalls. "There are so many things like shift differentials, weekend pay, and other variations to stay on top of – and that's in addition to the normal schedule variances employees have from week to week. Sometimes you start to get bleary-eyed looking at all those cards and doing the math in your head."

After careful review of vendors, St. Mary's selected Kronos and implemented its Timekeeper Central system. Timekeeper Central successfully automated the collection, management and distribution of St. Mary's employees' labor data. And perhaps most importantly, its calculations engine applied to St. Mary's pay rules consistently and accurately across the entire organization. Now, processing payroll takes less time and effort.

Timekeeper Central improves labor management for St. Mary's

These days, Mr. Romani reports that the procedure has been dramatically simplified and the benefits of the Kronos solution have been firmly established among St. Mary's managers. "The Kronos solution is a huge improvement – in time savings and in accuracy," says Mr. Romani. "You don't even have to think about it."

Food Service Supervisor, Shirley Lynch, agrees. "It used to take hours to go through all the timecards. With Timekeeper Central, I can get everyone's time reviewed in about 45 minutes. It's very straightforward."

In addition, Mr. Romani appreciated the ability to have objective data on attendance, tardiness, and leave balances for his staff instantly at his fingertips. "It really helps managers when you can have all the facts right there as you're talking with an employee," he says. "Everything is direct and objective. Everyone can be confident that they're being treated equally and fairly, which helps morale."



Business type:
Acute Healthcare facility

Employees:
800 employees

Beds:
143 licensed beds

Locations:
12 locations in and around Amsterdam, NY



“It’s so much easier for everyone. You don’t have to even open up a cash drawer. I’d say we’re two or three times faster with quickcharge.”

Sherri Zaklukiewicz
Cafeteria Cashier

Having seen what Kronos was able to accomplish in the area of frontline labor management, and eager to get all it could from its investment, St. Mary’s was intrigued when local Kronos representatives offered a new module for the Kronos system.

Forgetful and busy staffers pose a challenge

In June of 2001, St. Mary’s added Kronos’ **quickcharge** module to its system. With **quickcharge** – an employee debit application developed by Kronos’ authorized dealer, M.M. Hayes – employees can use their Kronos badges to make purchases in the hospital cafeteria and gift shop.

For harried doctors, nurses and technicians trying to grab a quick meal or snack between procedures, **quickcharge** has been a welcome addition to the Kronos system – giving the badge hanging around every employee’s neck the power of a virtual credit card. It’s also been a great help to kind-hearted food service workers.

“A doctor would come down in a big hurry dressed in scrubs, and of course there would be no wallet,” recounted Ms. Lynch. “Well, they’d promise to bring the money down later, and we’d let them go. The only trouble is, we were held personally accountable for our cash drawers balancing every day. So if the doctors got tied up, or forgot to pay, we had to document an explanation as to why our drawer was short.”

Sheryl Zaklukiewicz, cashier, says, “**quickcharge** saves the day when people have no money. In the hospital it’s extremely important that employees take care of themselves to be at their best. Missing a meal because you forgot to stop at the ATM is now a thing of the past.”

quickcharge has helped move people through the cafeteria quicker as well.

“It is so much easier for everyone,” explains Ms. Zaklukiewicz. “You don’t have to even open up a cash drawer. I’d say we’re two or three times faster with **quickcharge**.”

Employees respond with greater loyalty and more purchases

Numerous comments made to Mr. Romani by appreciative staffers prompted him to measure the impact that the **quickcharge** implementation had on overall sales.

“In the first six months, we saw an increase in sales of more than 6 percent,” he says. “And 25 percent of our previous ‘cash’ sales are now made using **quickcharge** – so our accounting and cash-out procedures have also been dramatically simplified.”

“There are plenty of benefits to the **quickcharge** system,” Mr. Romani asserts. “Fewer security concerns, improved convenience for employees, increased usage of our in-house facilities, the list goes on and on, and we’re thinking about other ways we might use these capabilities in the future.”

Confidence in its accuracy and usage of the system continue to grow at St. Mary’s. In their early days of its introduction, cashiers were required to give each customer a printed receipt, but after a few months of review, most customers now prefer not to take one, further reducing paperwork and simplifying procedures within the food, nutrition and housekeeping services department.

“We have had one instance where someone thought there was a discrepancy with **quickcharge**. One of the Sisters of St. Joseph of Carondelet thought that we’d undercharged her for her month of lunches,” Mr. Romani chuckles. “Fortunately, I was able to call up her account and convince her that everything was okay.”



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